

COMMUNICATIONS TRAINING ORIENTATION TASK GUIDE

I. PROFESSIONAL ORIENTATION			
Department Orientation: The trainee shall develop an understanding of the organization and operation of the Red River Regional Dispatch Center			
		Discussed/ Demonstrated	Acknowledged Trainee's Initials
Tour of Building			
Director	Mary Phillippi		
Assistant Director	Amanda Glasoe		
Supervisors	Mary Edinger, Kristi Kanski, Patty Taylor, Cheryl Stubbe, Amy Wardinski, Chelaine Anderson, Chris Novak		
Communication Operators			
Radio Coordinator	Brian Zastoupil		
1. The trainee will become familiar with the training structure of RRRDC, Rules and Regulations regarding the RRRDC Employee Manual, SOP Manual, Resource Manual and Law Enforcement Call Guide			
Orientation Manual		Discussed/ Demonstrated	Acknowledged Trainee's Initials
Training Structure			
Length of Training			
Certifications			
Extension Policy			
Termination Process			
Standard Evaluation Guidelines			
Daily Observation Reports			
2. The trainee will become familiar with RRRDC rules and regulations regarding the RRRDC Employee Manual, RRRDC SOP Manual, On-call Manual, Resource Manual, and the Law Enforcement Call Guide			
Employee Manual		Discussed/ Demonstrated	Acknowledged Trainee's Initials
Section 1 – Employment/Recruitment			
100-001 Board of Authority			
100-002 Equal Employment Opportunity			
100-003 Employment Definitions			
100-004 Recruitment			
100-005 Selecting Employees			
100-006 Employment of Relatives			
100-007 New Employee Orientation			
100-008 Probationary Period			
100-009 Employee Records			
100-010 Leaving Center Employment			

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		Discussed/ Demonstrated	Acknowledged Trainee's Initials
Section II Performance/Development/Discipline			
200-001 Performance Review Program			
200-002 Promotions			
200-003 Education Assistance/Tuition Reimbursement			
200-004 Complaint Process			
200-005 Unsatisfactory Performance			
200-006 Disciplinary Guidelines			
200-007 Employee Assistance Program (EAP)			
Section IV Safety/Health			
400-001 Safety Policy			
400-002 Smoking/Tobacco Use			
Section V Responsibilities of Employees			
500-001 Conduct/Ethics			
500-002 Respectful Workplace			
500-003 Electronic Communications Policy			
500-004 Use of Center Property			
500-005 Secondary Employment			
500-006 Social Media			
Section VI Leave Policies			
600-001 Paid <i>Time</i> Off (PTO)			
600-002 Transition Bank			
600-003 Donation of PTO			
600-004 Bereavement Leave			
600-005 Military Leave			
600-006 Jury Duty			
600-007 Family and Medical Leave			
600-008			
600-009 Leave of Absence			
600-010 Inclement Weather/Emergency Conditions			
Receipt of Employee Manual			
Receipt of Electronic Communications Policy			
Timesheets			
STANDARD OPERATING MANUAL (SOP)			
Received Copy of RRRDC SOP			
General Operating Procedures			
100-001 Confidentiality of Information			
100-002 RMS/CAD Cautions/Warnings/Gen Text Entries			

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100-003 News/Media			
		Discussed/ Demonstrated	Acknowledged Trainees Initials
100-004 Tape Requests			
100-005 Staffing Levels and Scheduling			
100-006 Cellular/Wireless 911 Calls Phase (0,1,2)			
100-007 Organizational Membership			
100-008 Building Security and Center Visitation			
100-009 Console Responsibility			
100-011 Call Taking Procedures			
100-012 Communication and Eval. Training Prog.			
100-013 Court Testimony			
100-014 Peer Support Group/Stress Management			
100-015 Text to 911			
100-016 IPAWS			
On-Call Manual			
City and County Services			
Corner & Funeral Home			
Chaplains & Interpreters			
Investigations			
Social Services			
Special Teams (SWAT, DRE, BOMB, RIOTS, K-9 PACT, FPD Reconstructionist, Cass Co Narcotics, Street Crimes & US Marshal's Task Force)			
States Attorney (Cass/ND)			
Varda Alarm			
Resource Manual			
Agencies/Rosters			
Animal Control			
Exits (ND/MN) & Traffic Lights			
Named Streets/Addressing			
Nuisance/Public Service Contacts			
Parole & Probation			
Schools			
Ten Codes (Old ND/MN/FMA)			
Law Enforcement Call Guide			
Review of all LE call types			
2. The trainee will become familiar with terms and codes used in dispatch			
10 Codes/Free Text			
Military Time			
Phonetic Alphabet			

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Commonly Used Abbreviations/Terms			
II. PROFESSIONAL ORIENTATION			
The trainee will become familiar with the structure of the Agencies we serve			
		Discussed/ Demonstrated	Acknowledged Trainees Initials
4. The trainee will become familiar with the Fargo Police Department structure			
Chief of Police	David Todd – A1		
Deputy Chiefs	Joe Anderson Todd Osmundson Ross Renner		
Lieutenants	Lincoln Units e.g. L1, L2		
Sergeant	Zebra Units e.g. Z10, Z11		
Administrative Secretary	Patty Swift		
School Resource Officers	Mike Austin – D30 Ryan Dietrich – D80 Dane Hjelden – D40 Cristie Jacobson – D20 Amy Kingzett – D50 Chad Moen – D10 Kyle Ness – D60		
Crime Free Housing Coordinator	Deb Tellinghuisen – works with landlords and property owners. Tenant screen checks, training programs with landlords, tenant questions and complaints		
Patrol Shifts (each shift has A Shift and B Shift)	Day Shift A (0700-1600) B (0800-1700) Eve Shift A (1500-0000) B(1700-0200) Night Shift A (2200-0700) B (2300-0800)		
Community Trust Officers	D8 – Matthew Niemeyer E8 – Michael Bloom		
Truck Regulatory Officer	D54 – Matthew Moon		
Refugee Liaison	D55 – Vincent Kempf		
Investigations/Narcotics	Ida Units		
Evidence and Property Manager	Tammy Lynk		
Bailiff	Randy Lindgren		
Community Service Officer (CSO)	Animal calls, parking complaints, pick up found property Sam Units e.g. S45, S46		
Cultural Liason Officer	Vincent Kempf		
Downtown Resource Officer (DRO) Days/Evenings	D9 – Jesseca White E9 – Scott Normandin 7 th Ave to Main & Red River to NUD – handle most calls within this area. Contact with business owners and people who live in apts downtown. Impaired people are a high priority for DRO's.		
Impound Lot	715 17 St N – FM Towing handles towing for city of Fargo		
Interstate Parking	Contracted by Fargo to enforce parking		

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	from Red River to University Dr, 8 th Ave N to 2 nd Ave S		
Central Garage	402 23 St N – also called ‘the barns’		
Fargo PD Headquarters (HQ) Substation (PD3) Patrol Offices	222 4 th St N 1230 25 th St S (also have report writers) West Acres Fire Station, 32 Ave S Carlson Library and Hector Airport		
Records/Report Writer	HQ – Downtown 0800-1630 PD3 – 0900-1730		
5. Cass County Sheriff Department			
Sheriff	Paul Laney - 3500		
Chief Deputy	Rick Majerus - 3501		
Lt, Captains, Sergeants, Corporals			
Field Patrol	3510's and 3520's		
Warrants/Civil	3530's and 3540's		
Reserve Deputies	4100's and 4200's		
Deputized Jail Staff	7000 units		
Jail	450 34 St S		
6. West Fargo Police Department			
Interim Chief of Police	Jerry Boyer W201		
Assistant Chief			
Lieutenant	Duane Sall W300		
Patrol Sergeants	Randy Burkhartsmeier Jason Dura Adam Gustafson Pat Hanson Terry Styf		
Investigations/Detectives	Greg Warren (Investigations Sgt) Derek Cruft Joe Birrenkott Tim Runcorn Travis Johnson Dustin Manecke Craig Danielson		
School Resource Officers	Rhonda Jorgenson Jason Balivk Trent Stanton Wes Christianson		
Support Services	Tyler Williams		
K-9 Officers	Pete Nielsen – W631 Benjamin Orr – W669		
WFPD Address	800 4 Ave E Lobby hours: Mon – Fri 0630 – 1900 Sat-Sun closed		
7. Moorhead Police Department			
Chief of Police	Dave Ebinger - 40		
Office Manager	Sandy Timian		
Deputy Chief	Shannon Monroe - 41		

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Public Information Officer	Tory Jacobson		
Lieutenants - 100 units	Deric Swenson Mike Detloff Chris Carey Brad Penas		
Sergeants - 200 units	Thad Stafford Steve Larsen Toby Krone Clint Stephenson Robb Matheson		
School Resource Officers (SRO's)	Kim Bloch Val Kellen Brian Dahl		
Community Service Officers (CSO's)	Cameron Cordes – 27 Steve Kemper – 28 Harvey Moos - 29		
LEC Address	915 9 Ave N		
Non-Sworn Personnel	Louis Ochoa - Youth Services (RRALC) 600 units - volunteers		
8. Clay County Sheriff Department			
Sheriff	Bill Bergquist - 701		
Chief Deputy	Matt Siiro		
Lieutenants	Steve Landsem Chad Hagen – Warrants Lt Mike Empting – Patrol Lt Brian Green – Emergency Manager		
Sergeants	Gabe Tweeten Ryan Alderman – Court Security Darin Bredman		
Jail	915 9TH Ave N		
9. Rural Clay County Police Departments			
Dilworth PD Glyndon PD Barnesville PD Hawley PD	Chief Ty Sharpe – 741 Chief Mike Cline – 750 Chief Dean Ernst – 761 Chief Joe Backlund - 771		
III. PROFESSIONAL ORIENTATION : Related Public Service and Private Agencies			
1. The trainee will identify the responsibilities and types of assistance rendered by:			
Animal Pound (Cass & Fargo) (Impounded & Traps)	<ul style="list-style-type: none"> • 3201 MAIN AVE in Fargo • Dog Pound is in the Valley Vet building. There is a door on the NW corner of the building that says “City Pound” over it. • If someone is calling about their animal being impounded, they should be told to call the City Pound NOT Valley Vet Clinic • If someone needs to obtain an animal trap they should be told to call the pound. There is a deposit for the trap. Once the animal is in a trap 		

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	the humane officer will pick up the trap and animal. The person will need to take the trap back to the Pound and get their deposit back.		
Animal Pound – West Fargo	<ul style="list-style-type: none"> • West Fargo – Animal Hospital • 730 13 Ave E 		
Animal Pound (Clay & Moorhead- FM Animal Hosp)	<ul style="list-style-type: none"> • 3803 8 ST S • If someone is calling about their animal being impounded, they should be told to call F-M Animal Hospital to check or MPD to get released 		
FM Towing	<ul style="list-style-type: none"> • City of Fargo impound agent • If public have questions about whether or not their vehicle has been impounded or what the fees are on an impounded vehicle, they should be referred to FM Towing 		
Burlington Northern - Santa Fe	<ul style="list-style-type: none"> • 801 MAIN AV and DILWORTH • Call them if a vehicle is stalled on the Railroad tracks, if the railroad crossing arm is damaged or broken, if there are people passed out on the tracks, or if we need a train stopped for any reason. • They call us about train accidents in the City limits, people or vehicles too close to the tracks, or any damage done. 		
Cass County Attendant Care Facility	<ul style="list-style-type: none"> • 1019 3 AVE S • holds juveniles that are not being held but need to be picked up by parents/guardians 		
Cass County Electric Co-Op	<ul style="list-style-type: none"> • Any electrical problem in south and west part of Fargo 		
Cass County Jail	<ul style="list-style-type: none"> • 450 34 ST S • Only jail in Cass co • Cass County Jail does NOT houses intoxicated individuals that have no place to go 		
Cass County Sheriff's Office	<ul style="list-style-type: none"> • 211 9 St S • when calling after hours they will get a recording giving the caller options to reach the jail, inmates, offices, etc. They are also told that if they have an emergency or need a deputy to respond to their home or they just need to talk to a deputy to hang up and call 9-1-1 		
Cass County Social Services	<ul style="list-style-type: none"> • 1019 3 AV S • Used mostly for child welfare. We will stand by when they go to take custody of a child/children, or to check on their welfare. 		
Cass Highway Department	<ul style="list-style-type: none"> • 1201 W Main Ave WFGO • Called if problem or dead animal on county roads 		
Centre Inc.	<ul style="list-style-type: none"> • 123 15 ST N • The Courts, both District and Municipal, will 		

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	often sentence people to Centre Inc in lieu of jail.		
Churches United	<ul style="list-style-type: none"> • Shelter in Moorhead for men women and children 		
Clay County Annex	<ul style="list-style-type: none"> • 919 8 AVE N • Work release for Clay County inmates 		
Clay County Child Protection	<ul style="list-style-type: none"> • Usually requested by officer for juveniles or vulnerable adults that need placement or assistance 		
Clay County Engineering	<ul style="list-style-type: none"> • 2951 41 ½ ST S 2 • Called if problem or dead animal on county road 		
Clay County Jail	<ul style="list-style-type: none"> • 915 9 AVE N 		
Clay County Sheriff's Office	<ul style="list-style-type: none"> • 915 9 AVE N 		
Concordia Security	<ul style="list-style-type: none"> • 901 8 ST S • Security that patrols Concordia College campus • Notify Sec of any LE/Fire/EMS calls 		
Cooper House	<ul style="list-style-type: none"> • 414 11 St N • Secured apt housing for homeless people mainly with alcohol addictions. 		
Davis Garage	<ul style="list-style-type: none"> • Used by Barnesville PD – unless otherwise noted 		
DEA	<ul style="list-style-type: none"> • 1 2 ST N #302 		
Detox (MN)	<ul style="list-style-type: none"> • 715 11 ST N • Not affiliated with City of Moorhead or Clay County • Will not release names 		
Detox (ND)	<ul style="list-style-type: none"> • 1519 1 Ave S – Center Detox is not a jail facility • Also will NOT release names 		
Dorothy Day House	<ul style="list-style-type: none"> • 714 8 ST S • Usually long term stays for males 		
Doyle Cab (cab policy)	<ul style="list-style-type: none"> • 1418 Main Ave 235-5535 		
ED's	<ul style="list-style-type: none"> • Towing Company used for Impounds by Moorhead, Dilworth, Glyndon, Hawley and Clay Co 		
EVAC (Emergency Vehicle Assistance and Communications)	<ul style="list-style-type: none"> • Transports emergency service/medical personnel during severe weather • Can assist with traffic control 		
Fargo Central Garage (Barns)	<ul style="list-style-type: none"> • 402 23 ST N • Maintenance to any City vehicle, including Mat Buses • This is where officers p/u squads 		
Fargo City Hall (Randy) and Buildings & Grounds (Scott Stensvold)	<ul style="list-style-type: none"> • 200 3 ST N • Anything to do with any downtown area City owned buildings/grounds • Downtown skyways problems such as open 		

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	doors, broken equipment, etc. Does NOT cover drunks or crimes in the skyway		
Fargo Codes Enforcement/Inspections	<ul style="list-style-type: none"> • 200 3 ST N • junked vehicles or junk in yard 		
Fargo Special Assessments	<ul style="list-style-type: none"> • 200 3 ST N 2 • buy a dog/cat license • buy a bike registration • pay a parking ticket • parking ticket notice that no longer owns the vehicle receiving tickets – Lee Auditors Office 241-8146 • appeal a parking ticket – FRONT DESK 		
Fargo Engineering	<ul style="list-style-type: none"> • 306 4 ST N 2 • Street Lights that are burnt out • Metal light pole is damaged 		
Fargo Fire Department Station 1 637 NPA Station 2 3020 25 St S Station 3 1101 25 Ave N Station 4 2701 1 Ave N Station 5 930 40 St S Station 6 4630 15 Ave N Station 7 3957 Village Ln S 801, 802, 803, 804, 805, 806, 807, Tk1, Tk2, Batt1, Batt2	<ul style="list-style-type: none"> • <u>Responds to:</u> • all fires and fire alarms within the City limits (residential, commercial, vehicle, dumpster, grass, railroad) • traffic accidents with injuries or suspected injuries, or Hurst Tool (jaws of life) is needed, or fuel leaks • Hazardous Material calls/spills; gas leaks, Chemical spills, Natural Gas, Propane leaks, Sewer gas • Water Breaks inside commercial/residential • Rescues (Confined Spaces, Rope, Trench, Water) • Aircraft/Airport emergencies • Boat/River rescues • Odor investigations, CO checks • Elevator Phones / people stuck in elevators • Some Medical Assists • Mutual Aid; West Fargo Fire, Mhd Fire • a tree limb that is lying on a power line that is causing a problem / the line is arching • Bomb Threats 		
Fargo Forestry Department	<ul style="list-style-type: none"> • 402 23 ST N • tree down in the street • tree limb that is lying on a power line but not causing any problem • tree limb that is lying on a power line that is causing a problem and the line is arching/assists FFD • Shrub obstructing intersection / signs 		

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Fargo Health Department/Coroner's Office	<ul style="list-style-type: none"> • 306 4 ST N • (physician) needs to be contacted on unattended deaths 		
Fargo HQ	<ul style="list-style-type: none"> • 222 4 ST N • Houses Fargo Police Department 		
Fargo Municipal Court	<ul style="list-style-type: none"> • 402 NP Ave • issues the warrants that are entered into CWIS by the Fargo PD Records Division 		
Fargo Park Department	<ul style="list-style-type: none"> • 701 MAIN AV • (door open to a concession stand) in Lindenwood Park 		
Fargo Sign and Signal Department	<ul style="list-style-type: none"> • 510 5 ST N • Mal-functioning City owned traffic light • Traffic signal light is knocked down and wires are exposed • Stop/Yield/No Parking/Speeding, etc. signs that are missing/damaged • After hours, the information is entered in the LOG book in the Radio Room to be given to them the next business day, EXCEPT for traffic lights that the entire light is out or is mal-functioning. 		
Fargo Street Department/Mains & Hydrants	<ul style="list-style-type: none"> • 402 23 ST N • Street Designation Signs • Man-hole cover is missing • Water main break • Water main break occurs in a trailer court tell them to contact their park manager • Fire hydrant is damaged • Dead animals in the street • Someone complaining about a neighbor who will not shovel his sidewalk 		
Fargo Water Department	<ul style="list-style-type: none"> • 435 14 AV S 		
FBI	<ul style="list-style-type: none"> • 657 2 AV N • Federal Agency controls NCIC 		
FM Ambulance	<ul style="list-style-type: none"> • 2215 18 ST S • F-M Ambulance Services is the only one in the Fargo Moorhead area • They respond to all medical calls and to injury or possible injury accidents • F-M Ambulance will transport a deceased person after the coroner has investigated an unattended death if needed however, it is normally the funeral home on call that does the transport 		
FM Humane Society /Homeward Animal Shelter	<ul style="list-style-type: none"> • 1201 28 Ave N • Will call us if animals are dropped off here, not an impound for animals. If animals are 		

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	impounded and adoptable, they work with the pound in this manner.		
FM Towing	<ul style="list-style-type: none"> Used by FPD to impound vehicles 		
Gladys Ray	<ul style="list-style-type: none"> 1519 1 Ave S People who have been drinking and needs a place to stay overnight are often taken here. Don't accept anyone over a .2 BAC Centre Detox is a NOT jail facility and is NOT operated by the City/County 		
Grand Forks Weather Service	<ul style="list-style-type: none"> LOCATED ON UND CAMPUS Notifies Fargo Warning Point (which is RRRDC, when a tornado or severe thunderstorm warning/watch or a winter storm warning is issued for Cass County-NAWAS Channel We will call them if we need weather related information, i.e. wind velocity – speed because of a hazardous material spill or fire 		
Hector Airport Tower	<ul style="list-style-type: none"> Fargo Airport 		
Hot Line	<ul style="list-style-type: none"> 235-SEEK / 235-7335 / 211 		
Essentia Hospital	<ul style="list-style-type: none"> 3000 32 AV S Emergency Room facility 		
Locksmiths We do <u>NOT</u> recommend a locksmith	<ul style="list-style-type: none"> Fargo/Cass do NOT unlock vehicles. However, if there is a child or a medical emergency type of call, most locksmiths will go and unlock the vehicle at no charge. Moorhead/Clay/West Fargo do unlocks 		
Midwest Towing	<ul style="list-style-type: none"> Used by Cass Co to impound vehs 		
Midstates Wireless	<ul style="list-style-type: none"> repairs RRRDC radios 		
Minnesota State Patrol	<ul style="list-style-type: none"> Patrols State Highways and I-94 in Clay County Dispatches Game Warden (DNR) Dispatches Department of Transportation (MN DOT) 		
MN DOT	<ul style="list-style-type: none"> Detroit Lakes Dispatched by MSP Problems or dead animals on State Highways or I-94 		
MN Probation (Adult)	<ul style="list-style-type: none"> 807 11 ST N 		
MN Probation and Parole (Felony)	<ul style="list-style-type: none"> 919 8 AVE N 		
Moorhead Codes	<ul style="list-style-type: none"> Junked vehicles or junk in yard 		
Moorhead Engineering	<ul style="list-style-type: none"> 500 CENTER AVE (CITY HALL) Stop light and street light issues 		
Moorhead Fire Department North Station – 1120 1 Ave N	<ul style="list-style-type: none"> <u>Responds to:</u> all fires and fire alarms within the City limits (residential, commercial, vehicle, dumpster, 		

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South Station – 2413 20 St S E1 LD1 RS1 E2 RS2 900 E11- NS Spare E22- SS Spare	<ul style="list-style-type: none"> grass, railroad) • traffic accidents with injuries or suspected injuries, or Hurst Tool (jaws of life) is needed, or fuel leaks • Hazardous Material calls/spills; gas leaks, Chemical spills, Natural Gas, Propane leaks, Sewer gas • Electrical wires and transformers • Water Breaks inside commercial/residential • Rescues (Confined Spaces, Rope, Trench • Aircraft/Airport emergencies • Boat/River rescues • Bomb Threats • Odor investigations, CO2 checks • Elevator Phones / people stuck in elevators • Medical Assist – not breathing or difficulty breathing, no pulse, uncontrolled bleeding, severe pain, requested by patient or FM Ambulance • Mutual Aid; West Fargo Fire, Fargo Fire • a tree limb that is lying on a power line that is causing a problem / the line is arching 		
Moorhead LEC	<ul style="list-style-type: none"> • 915 9 AVE N • Houses MPD and Clay Co SO 		
Moorhead Neighborhood Services Division	<ul style="list-style-type: none"> • Can call or make online reports for sidewalk snow removal or lawn mowing complaints 		
Moorhead Park Department/Forestry	<ul style="list-style-type: none"> • 324 24 ST S • Parks • Golf courses • Tree problems 		
Moorhead Public Service	<ul style="list-style-type: none"> • 500 CENTER AVE (CITY HALL) • Includes Electric Service • Includes Water Department • Called for power outages or water main breaks, metal poles 		
Moorhead Street Department (Public Works)	<ul style="list-style-type: none"> • New Industrial Park • Sand on icy city roads • Missing or damaged signs • Temporary signs and/or barricades • Glass debris 		
Moorhead Water Department	<ul style="list-style-type: none"> • See Moorhead Public Service 		
MSUM Security	<ul style="list-style-type: none"> • 1616 9 AVE S • Patrols MSUM campus • We notify them if we receive any calls for Police, Fire/EMS. • Unlock vehicles on campus 		
MTW	<ul style="list-style-type: none"> • 112 8 Ave NW-West Fargo • Used by West Fargo PD to impound vehicles 		

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NAWAS	<ul style="list-style-type: none"> • Bismarck – State Radio • the NAWAS test done every 8 hours by State Radio 		
ND Air Guard	<ul style="list-style-type: none"> • 1400 28 AV N • Used primarily for assistance with in-flight emergencies. Usual request is for the Fire Department 		
ND Game & Fish Dept. (Wild Animals)	<ul style="list-style-type: none"> • Call State Radio to page him out • wild-endangered animal that the Department had possession of 		
ND One Call Center/Gopher One	<ul style="list-style-type: none"> • BISMARCK • <i>Call Before You Dig</i> • We notify the City of Fargo Engineer on-call 		
NDSU Police	<ul style="list-style-type: none"> • 1301 12 AVE N • Reports on NDSU Campus • Activates the tornado/severe weather warning sirens on NDSU campus • Uses ICR numbers specifically for their department for their reports • Notify Dispatch if there is a medical on campus 		
New Life Center	<ul style="list-style-type: none"> • 1902 3 AV N • Food and shelter for males • will not accept an individual that is intoxicated 		
North Dakota BCI	<ul style="list-style-type: none"> • 606 1 AV N • State Radio 1-800-472-2121 to page out a BCI agent 		
North Dakota Highway Patrol	<ul style="list-style-type: none"> • 503 38 ST S • transfer 911 calls to State Radio • works accidents on Interstate ramps • debris/obstruction on Interstate 		
Parking Ticket Appeals	<ul style="list-style-type: none"> • Online appeal forms on Fargo and Moorhead websites 		
Prairie at St John's	<ul style="list-style-type: none"> • 510 4 ST S • NOT emergency Room facility • We assist them in ATL walk-aways. 		
Ramsey Coroner	<ul style="list-style-type: none"> • Ramsey County (Twin Cities) • Used by all of Clay County Law Enforcement Agencies 		
Rape and Abuse Crisis Center	<ul style="list-style-type: none"> • 317 8 ST N • referred to if they would like information on obtaining a Protection/Restraining Order 		
Red Cross	<ul style="list-style-type: none"> • 1100 3 AV S • Assist people displaced from their homes 		
Red River Animal Emergency Clinic	<ul style="list-style-type: none"> • 1401 Oak Manor Ave S Ste B • If a citizen or officer calls in about an injured animal that needs a vet's attention, 		

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	<ul style="list-style-type: none"> this is where the animals are brought. Only open Evenings & Nights 		
Red River Zoo	<ul style="list-style-type: none"> 4220 21 Ave S Assist FPD with Wild Animals in the city limits 		
Rural Volunteer Fire Departments	<ul style="list-style-type: none"> See Fire Maps Several that service Cass and Clay Counties 		
Salvation Army	<ul style="list-style-type: none"> 304 ROBERTS ST N 232-5565 Provides assistance to Fire Dept, State services (medical), food and clothing 		
Sanford Hospital North Campus	<ul style="list-style-type: none"> 720 4 ST N Emergency Room facility 		
Sanford Hospital SUD	<ul style="list-style-type: none"> 1720 SUD 		
Sign and Signal	<ul style="list-style-type: none"> Call for issues with stop lights or signs (except street designation signs) 		
State Radio	<ul style="list-style-type: none"> located in Bismarck dispatches the N.D. Highway Patrol Transfer 911 call to (Identify yourself as RRRDC), when the calling party is reporting a traffic incident on Interstate out of this county paged out from the N. D. BCI initiates the NAWAS test/roll call in North Dakota every 8 hours debris/obstruction on Interstate if after hours, they would send out HP to check on it and notify DOT contact if the State teletype quit working 		
US Border Patrol (Grand Forks)	<ul style="list-style-type: none"> GRAND FORKS Handle issues with illegal aliens 		
US Marshal Office	<ul style="list-style-type: none"> 655 1 AVE N 		
VA Hospital	<ul style="list-style-type: none"> 2101 ELM ST N 		
Valley Vet	<ul style="list-style-type: none"> 3201 MAIN AVE 		
Valley Water Rescue/Dive Team	<ul style="list-style-type: none"> Dispatched by RRRDC using CODE Red 		
West Acres Security	<ul style="list-style-type: none"> 3902 13 AVE SW Notify them if LE is sent to the mall 		
West Central Regional Juvenile Detention Center (MN)	<ul style="list-style-type: none"> 919 8 AVE N Confines juveniles that are in custody and awaiting court Used by Clay, Norman, Becker, Mahnomen, Ottertail, Wilkin, and Cass Counties Secure shelter-care for habitual runaways and juveniles ages 11-18 who need placement by officers and/or social services 		
West Fargo Police Department	<ul style="list-style-type: none"> 800 4 AVE E 		
Xcel Energy	<ul style="list-style-type: none"> Any complaint called in about a wooden pole 		

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	<ul style="list-style-type: none"> • Power line is knocked down • NSP/XCEL telephone number programmed on the console speed- dialer may be given to the general public. • Natural gas line is ruptured • Thunderstorm, a power line is knocked down • tree limb that is lying on a power line that is causing a problem and the line is arching 		
YWCA	<ul style="list-style-type: none"> • 3000 SUD • Shelter for a female or female with children • will NOT release information (names) of individuals 		

IV. PROFESSIONAL ORIENTATION - GEOGRAPHY

1. The trainee will become familiar with Fargo's operational boundaries and common landmarks

		Discussed/ Demonstrated	Acknowledged Trainees Initials
Fargo city limits			
Major Traffic Arteries			
Interstate Highways and Exchanges			
Even and Odd Street Numbering			
Sector 1 / Beats 11, 12, 13			
Sector 2 / Beats 21, 22, 23			
Sector 3 / Beats 31, 32, 33			
Sector 4 / Beats 41, 42, 43			
Location of Hospitals/Clinic	Sanford Hospital (Downtown, ER) 720 4 ST N Essentia Hospital – 3000 32 AVE S VA Hospital – 2101 Elm St N ***** Sanford Clinic (Walk In) 1720 SUD Vibra Hospital - 1720 SUD		
Location of Trailer Courts	Buena Vista 4301 El Toro Blvd Countryside 5 Ave S\25 St S Edgewood 4 St N\35 Ave N Meadow Park 3220 12 Ave N Riviera Heights 3401 Keno St Tree Lane 101 22 St S		
Parks	<u>North Fargo</u> Airplane Park Elm St\14 Ave N Mickelson Field Oak St\9 Ave N Oak Grove Park 2 S Terrace Trollwood Park Elm St\36 Ave N Yunker Farm 1201 28 Ave N <u>South Fargo</u> Anderson Softball Complex 45 St S/S of I 94 Dike East 4 St S/2 Ave s – east side of dike Dike West 4 St S/2 Ave s – west side of dike		

COMMUNICATIONS TRAINING ORIENTATION TASK GUIDE

	Island Park (pool) 616 1 Ave S Lindenwood Park 5 St S\17 Ave S Rabanus Park 44 St S\19 Ave S Spider Park 17 St S btwn 27th-32nd Ave		
Fargo High Schools	North High 801 17 Ave N South High 1840 15 Ave S Davies High School 7150 25 St S Oak Grove – private HS – 124 N Terrace Shanley – private HS – 5600 25 St S Woodrow Wilson Alternative HS 1305 9 Ave S		
NDSU Campus Jurisdiction			
2. Cass County Geography			
Interstates and State Highways	I94, I29, HWY 18, HWY 38, HWY 46 Locations of each state highway e.g. (Hwy 46 runs E/W on the southern border of Cass Co)		
Beats	1,2,3 Casselton/Mapleton, Horace, Kindred		
Odd and Even Addressing			
Surrounding Counties	Barnes, Ransom, Richland, Steele and Traill		
North River/Highland Park	Cass 31 N Cass 20		
Prairie Rose	40 Ave S, ES of I-29		
Frontier	52 Ave S, ES of I-29		
Briarwood	Cass 81 (SUD) S of 64 Ave S		
Reiles Acres	32 Ave N & 45 St N		
Airports:			
Hector International Airport	2801 32 Ave N		
West Fargo Airport	19 Ave NW, E of Cass 17 on 14 St NW		
Casselton Airport	S of Casselton on St. 18 S of I-94		
Kindred Airport	N of St. 46, ES of Cass 15		
Lakes:			
Brewer Lake & Campground	W of Erie, 145-146 Ave SE/21-22 St SE		
Lake Shure Est	1 ½ M W of I-29 on Cass 20, 1 ¼ M N		
Lagoons:			
West Fargo Lagoons	12 Ave NW & 14 St NW		
Fargo Lagoons	52 Ave N, ES of I-29		
3. West Fargo Geography			
West Fargo City Addressing	Everything south of Main Ave is divided into East and West addresses with 1 Street being the dividing line. Everything north of Main Ave is divided into Northeast and Northwest addresses with Center Street being the dividing line 7 Ave is the divider between North and South Beat		
Major Traffic Arteries	12 Ave NE and NW, Main Ave E, Main Ave W, 7 Ave E/W, 13 Ave E/W, 17 Ave E/W, 40 Ave E/W, 17 St E, 9 St E, 1 St, Sheyenne St		
Odd and Even Street	Avenues: Northside = even Southside = odd		

COMMUNICATIONS TRAINING ORIENTATION TASK GUIDE

Numbering	Streets: Westside = even Eastside = odd		
Location of Trailer Parks	Brookwood 825 1 Ave E		
Location of Parks	Elmwood (on N and S side of 13 ave W) 500 13 Ave W Meadowridge Maple Ln/16 St E Armour Park 2 Ave NW\5 St NW Soccer Field Complex 12 Ave E\6 St E Rendezvous Park 1055 32 Ave W Veterans Memorial Arena 1207 7 Ave E		
Location of Schools	West Fargo High School 801 9 St E Sheyenne High School 800 40 Ave E Cheney Middle School 825 17 Ave E		
4. Moorhead Geography			
Moorhead City Limits			
Major Traffic Arteries	1 Ave N, Center Ave, Main Ave, Main Ave SE, Hwy 10, 8 St (Hwy 75) 20 St, 21 St,		
Interstate	I-94		
Even and Odd Street Numbering	N EVEN, S ODD, W ODD, E EVEN		
Beat 11	Discuss boundaries for each beat		
Beat 21			
Beat 31			
Beat 41			
Location of Trailer Courts	Mobile Manor 1224 15th Avenue N Regal Estates 2500 6th Avenue N Greenwood 1700 3rd Avenue S Dulsky 1802 2nd Avenue S		
Location of Shopping Centers	Easten 3000 Blk Hwy 10 E Moorhead Center Mall 510 Center Ave Brookdale Mall 2400 blk 8 St S		
Location of Parks	Woodlawn Park 300 5 Ave s Village Green 2600 Village Green Blvd Townsite 311 10 St S Gooseberry 100 22 Ave S River Oaks 100 River Oaks Point Horn 2800 Rivershore Dr Romkey 900 19 St S Buland 1801 13 Ave N Johnson 3601 11 St N Queens 3201 20 St S Riverview Estates 3801 5 St S South Park 2101 14 St S Davy Memorial 210 8 St N Riverfront 210 8 St N		
Location of Schools	Robert Asp 910 11 St N Horizon Middle School 3401 12 Ave S Moorhead Senior High 2300 4 Ave S Park Christian 300 17 St N		
MSUM	812 11 ST S		

COMMUNICATIONS TRAINING ORIENTATION TASK GUIDE

Concordia	901 8 ST S		
MSCTC	1900 28 Ave S		
5. Clay County Geography			
Interstate and State Hwys	194, Hwy 336, Hwy 10, Hwy 9, Hwy 75, Hwy 32 and Hwy 34. Locations of each state highway (e.g. Hwy 75 runs North and South on west side of the county)		
Beats	1A, 1B, 2A, 2B		
Even and Odd Addressing	North and East = Even South and West = Odd		
Small towns in Clay Co	Barnesville, Dilworth, Felton, Georgetown, Glyndon, Hawley, Rollag, Sabin, Ulen		
V. PROFESSIONAL ORIENTATION: NEW WORLD CAD (COMPUTER AIDED DISPATCH)			
The trainee will understand the purpose and/or demonstrate the ability to operate New World Computer Aided Dispatch:		Discussed/ Demonstrated	Acknowledged Trainees Initials
Sign on Menu			
File			
View			
Tools			
Reports			
Workspace			
Window List			
Help			
New World Icons:			
Notepad			
• CAD Catch Up			
• Call Control Panel			
• Unit status Control Panel			
• E911 Queue			
• GIS Map Viewer			
• GEO Verify			
• Personnel Search			
• Global Subject Search			
• Business/Place Search			
• Impounded Vehicle Search			
• Alert search			
• BOLO Search			
• Command Line			
• Error Viewer			

COMMUNICATIONS TRAINING ORIENTATION TASK GUIDE

• Messaging			
• Create New Call			
• Quick Call Entry			
• Add Narrative			
• Cleared Call Search			
• Scheduled Activity			
• Send Page			
• View NCIC Message			
• NCIC Request Search			
• Send Tones			
• Building Search			
• Unit Search by Skill			
• Unit Replacement			
• Customize			
• Call Control Panel – Pending Calls			
• Red – Priority 1			
Yellow – Priority 2			
• Blue – Priority 3			
• Call Control Panel – Dispatched Calls			
• E911 Call Queue Settings			
Extra Panels			
Unit Status Control Panel			
Yellow - Dispatched			
Orange – Enroute & Returning			
• Blue – On Scene, Follow up, Transporting			
• Gray – Unavailable, Training, Special Detail, Court			
• Green – Lunch (101)			
• Purple – On call			
• Command Line			
• Command prompt			
Error Viewer			
• Command Line:			
101 – Lunch			
AN – Add Narrative			
• AP – Add person			
• Beat			
• C – Clear Unit			
• Call – On Call			
• CC – Clear Call			
• CL – Change Location			

COMMUNICATIONS TRAINING ORIENTATION TASK GUIDE

• CLOSE – Close open window			
• CMD – Command Line			
• COPY – Copy Call			
• CRT – Court			
• D – Dispatched			
• DM – Message to Dispatch			
• DTX - Detox			
• E – Enroute			
• EDTX – Enroute Detox			
• EHOSP – Enroute Hospital			
• EJAIL – Enroute Jail			
• EP – End Pursuit			
• EX – Exchange Unit			
• EXP – Exchange Unit Make Primary			
• FOL – Follow Up			
• HOSP – Hospital			
• JAIL – At Jail			
• M – Message to Mobile			
• MTG – Meeting			
• N – Open Global Subject Search			
• NEW – New Call			
• NP – Notepad			
• O – On Scene			
• OCC – Cleared Call Search			
• OFF – Off Shift			
• ON – On Shift			
• P – Pursuit			
• PUNIT – Pursuit Mode Reset Unit			
• Q – Quick Call			
• Q2 – Quick Call 2			
• Q3 – Quick Call 3			
• QA – NCIC Article Query			
• QLIC – NCIC Drivers License			
• QNAME – NCIC Name Query			

COMMUNICATIONS TRAINING ORIENTATION TASK GUIDE

• QPLATE – NCIC Plate Query			
• QVIN – NCIC VIN Query			
• R – Review Call			
• RFD – Call Ready for Dispatch			
• RR – Reroute Unit			
• RTN – Returning			
• SB – Fire Unit Standby Move Up			
• SC – Status check			
• SCC – Override Timer			
• SD – Special Detail			
• STA – Station			
• TRNG – Training			
• UM – Unit Maintenance			
• UVBL – Unavailable			
• ZC – Zoom to Call			
• ZU – Zoom to Unit			
• Function Keys			
• F2 – New Call			
F3 – Cleared Call Search			
• F4 – Global Subject Search			
• F5 – Command Line			
• F7 – Close Active Window			
• Addressing			
• Verified Address			
Verified Block Range			
• Multiple Match			
• Partial Match			
• No Match			
• Overridden address			
• Call Number			
• Incident Number			

